

December 1999

Provider Notice 99-22

The Alabama Medicaid Agency and its fiscal agent, EDS, are taking numerous steps to prevent problems associated with the arrival of the Year 2000.

One of the major concerns related to Y2K is providers' ability to verify Medicaid eligibility using the Provider Electronic Solutions (PES) software, the Automated Eligibility Verification and Claims Submission System (AEVCS) or the Automated Voice Response System (AVRS) should those systems become inoperable due to Y2K-related problems on or after January 1, 2000.

As a precaution, current Medicaid recipients will be sent **Recipient Notice 99-11** (copy available [here](#)) in late December. If providers are unable to verify Medicaid eligibility through usual methods during January 2000, **a recipient's copy of Recipient Notice 99-11 should be accepted as proof of eligibility.** (Note: The aid category on the recipient notice is the same aid category you would receive through the electronic verification systems. Please refer to page 3-11 of the Alabama Medicaid Provider Manual for coverage information. Also, please note that third-party insurance information will not be included in the notice, so you should ask patients if they have other insurance at the time of service.)

IMPORTANT: New Medicaid recipients who are certified after December 10 and throughout January by the Alabama Department of Human Resources, by the Social Security Administration or by Medicaid will not receive the Medicaid Recipient Notice. **In these cases, providers should ask to see an award letter from the certifying agency or a letter from Medicaid that verifies that the recipient has Medicaid eligibility.** New Medicaid recipients who are certified directly by Medicaid (SOBRA recipients, QMB-only recipients and District Office cases) will receive a letter insert directing them to keep their award letters. New SSI recipients should get a letter showing their Medicaid eligibility dates. **Important: Providers should also ask recipients for identification at the time the notice or letter is presented.**

You should accept these notices/letters as proof of Medicaid eligibility until PES, AEVCS or AVRS has been restored and you can verify eligibility electronically. In the event that Medicaid's system is operational, but your office system is down, AVRS may be used to verify eligibility via telephone.

In the unlikely event that the Medicaid eligibility system is not operational by late January of 2000, providers will be notified if these notices are to be honored during the month of February 2000. This information will be distributed via the Agency's web site, the EDS bulletin board and through provider associations.

Providers with questions should contact EDS at 1-800-688-7989 or (334) 215-0111.

Signed: _____

W. Dale Walley, Acting Commissioner

Distribution:

Alabama Hospital Association
Alabama Medicaid Agency Staff
Division of Health Care Facilities

Alabama Department of Mental Health
Electronic Data Systems (EDS)
Alabama Nursing Home Association

REMINDER: ALL MEDICAID RECIPIENTS ARE REQUIRED TO PRESENT PROPER IDENTIFICATION TO A PROVIDER OF MEDICAL CARE OR SERVICES. PROVIDERS MUST VERIFY ELIGIBILITY BEFORE PROVIDING TREATMENT OR SERVICE UNDER THE MEDICAID PROGRAM.

AVRS: 1-800-727-7848

MEDICAID FRAUD HOTLINE: 1-800-824-
6584